



Norfolk County Council Changes to Charging Policy from 4 November 2024



Easy Read produced by:



Changes to Charging Policy



On Monday 5 August 2024, changes were made to Norfolk County Council's charging rules.



The first change is about the **Minimum Income Guarantee (MIG)**. This is set by the Department of Health & Social Care.



The **MIG** helps people of working age. It makes sure they have enough money to live on.



The second change is about charging people who pay for their own care.



These people will now have to pay a fee.
This fee is for setting up and managing their care contract.



The fee will apply to both residential care and non-residential care.



Residential care means living in a care home. **Non-residential** care means getting help at home.



These changes are important for people who need care and support.

What is the Minimum Income Guarantee? (MIG)



Department
of Health &
Social Care



The **minimum income guarantee** is money the government says you should get each week.



If you get more money than this, you might have to pay for some of your care.



You can claim for **Disability Related Expenses** to lower what you pay. This might mean you do not have to pay anything at all.



For more information on Disability Related Expenses visit:

www.norfolk.gov.uk/article/41872/What-are-disability-related-expenses

Change 1 - Changes to the Minimum Income Guarantee



When working out how much someone should pay for their care, the government says they must have enough money left for living costs like food and clothes. This is called the **Minimum Income Guarantee**.



The government sets the amount for the Minimum Income Guarantee. The amount is based on a person's age'



Norfolk County Council has been using a higher **Minimum Income Guarantee** for people aged 18 to 66.

Due to money **problems Norfolk County Council** now need to change this.



From **4 November 2024**, the MIG for people aged 18 to pension age will be **£183.25**.



This change means people might have to pay between £2.50 and £20 more each week.



Norfolk County Council will write to everyone affected by this change soon.

The letter will explain why MIG is changing'



From the **19 August 2024**, Norfolk County Council will check and reassess everyone's payments.



From the **26 August 2024**, Norfolk County Council will send letters with details of the new payments.

October
18

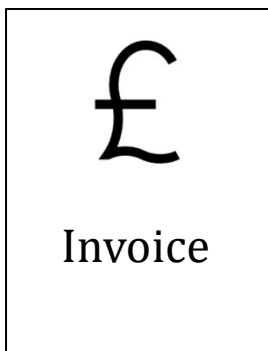


From the **18 October 2024**, people who get Direct Payments will see their weekly payments go down.

November
4

The new **Minimum Income Guarantee** amount will start on 4 November 2024.

January
13



From the **13 January 2025**, people with commissioned services will get the first new invoices.

Commissioned services are when Norfolk County Council arranges and pays for a service for you.'



People will get a letter in either a standard or easy read format, based on what they prefer.

Change 2 - Self-funding set up and management fee



+£23,250

From **4 November 2024**, people with **savings or assets over £23,250** will pay a **setup fee** for new care services. They will also pay a **weekly management fee**.



If you already have care services **before 4 November 2024**, you will only pay the **weekly management fee**. This fee will be on your care bill **every four weeks**.



For any new care services after **4 November 2024**, you will **pay both a setup fee and a weekly management fee**. This applies even if you already get care services.

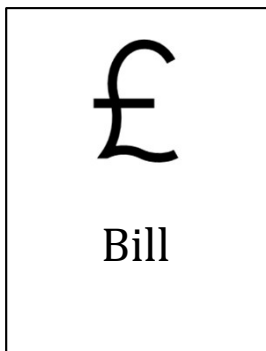


The **setup fee is a one-time charge** for starting new care services. The **weekly management fee is a regular charge** for managing your care.



+£23,250

If you have **more than £23,250 in savings or assets**, these fees will apply to you. The fees help cover the cost of setting up and managing your care.



Your care bill will show these fees every four weeks. Make sure to check your bill to see the charges.



If you have questions about these fees, you can ask your care provider. They can explain the charges and help you understand your bill.



These changes start on **4 November 2024**. You may need to talk to someone to make sure you know what to expect.

What support is available?



There are some services you can contact if you need support or have any questions:



If you have any **Financial Assessments questions** or would like a **reassessment**, call the **Assessment Team** on 01603 222133 (Option 2) or email fab@norfolk.gov.uk



If you need support or have any questions about **Direct Payments**, call the **DPCST Team** on 01603 223392 (Option 1) or email dpsct@norfolk.gov.uk



If you need help with your **benefits**, call the **Welfare Rights Team** at 01603 222285 or email welfarerights@norfolk.gov.uk.



If you want to ask for your care needs to be checked again, call **Adult Social Services** on 0344 800 8020. You can also talk to your **Social Care Worker** if you have one.



If you are worried about money and need help with budgeting or claiming extra disability costs, please contact the **Client Hardship Team**. You can fill out the online form or email chs@norfolk.gov.uk for help.



The Client Hardship Team can also help you find advice about debt. They are here to support you with your money worries. Reach out to them for the help you need.



You can also talk to the person or organisation that currently provides your care